



INFORMATION MANAGEMENT ELECTRONIC NEWS LETTER

"Improving Customer Awareness through better Communications"

Vol 1 Rel 7

July 2000



Reengineering the Huntsville Web Site

**- By: Integration and
Implementation Division:**

Everyone knows the Center has its own web site that can be found at

<http://www.hnd.usace.army.mil>. This site is used as a

tool to project to our customers information pertaining to our mission, organization, services, programs and projects. It is also a resource used by the Center to coordinate activities and disseminate information to the workforce. Our Web Site has, as with the private sector, become an operational necessity for conducting business.

Regulations! As with most things we do as government agencies, we have a set of regulations and guidelines for how to design, construct, manage, and operate our web resources. [ER 25-1-99](#) and [ER 25-1-2](#) are two of the regulations that form the framework from which we develop, engineer, and manage our Web Site at Huntsville Center.

What are the problems? In the past the Center has had a difficult time trying to maintain our Web pages and related information. This is due in part to organizational as well as personnel changes. Our Web Site has evolved over time, with pages and information being placed out on our site without proper reviews and coordination. The lack of a comprehensive program has growing a growing impact on both the content as well as the operational integrity of our Web Site. This, coupled with the changes in the regulations and policies, has made management reassess how this technology is being used and what strategy should be employed to improve the management and functionality of this corporate resource.

How do we fix it? There are several actions that are ongoing that will address both the short and long term challenges of developing and managing our Web Site. The immediate challenge facing the Center is to bring this resource back in compliance with the regulations. Based on the regulatory changes, IM identified, updated, and incorporated into the Center's local policy the roles and responsibilities of: Director of Information Management, Public Affairs, Office of Counsel, Web

Site Manager, Web Master, Page Master, Content Providers. The policies are posted on the Intranet at <http://www.bbs.usace.army.mil/im/hncpolicies.htm>. They can also be found in Outlook, under Public Folders/Local Regulations and Policies/ Policy Memorandums, listed as PM00-02 and PM00-03 in the Public Folder.

Another area needing immediate attention is the redesign of our Web Site. This is being accomplished through the use of contractor as well as government resources. The team will meet with the Command Staff, Directors, and Office Chiefs to solicit requirement information for the Web reengineering efforts.

The long-term solution will require everyone's cooperation and compliance with Web policies and regulations in order to sustain as well as enhance our Web resources. IM will provide updates to its readers as this initiative progresses.



What's Happening in IM

• **Microsoft SMS and
SQL Server
Implementation**

Julie Offield and Marylou Chapman are developing an Implementation Plan for the initial test of SMS at CEHNC. During the testing period, a small group will be designated to participate. Once implementation is complete, IM will be able to provide on-demand inventory information, better desktop support, automatic software updates, and many other automated services that are now either cumbersome paper-based processes or simply unavailable in CEHNC's automation environment.



• **Windows 2000 Server
Test in Progress**

IM is continuing to work with Windows 2000 Server software, as a participant in the Corps-wide test being led by the Portland Network Operations



INFORMATION MANAGEMENT ELECTRONIC NEWS LETTER

"Improving Customer Awareness through better Communications"

Vol 1 Rel 7

July 2000

Center (NOC). One server and five workstations have been installed here and are connected to the NOC Windows 2000 central domain. Currently being tested is the Single Domain configuration; when complete, the servers and workstations will be set up in a Multiple Domain configuration. The test results will be used to determine the Corps' direction when upgrading to Windows 2000 server network begins.



Improper Use of Government Resources - Idle Hands are the Devil's Playground. - (Reprint from April's Newsletter)

Across the government there is an increasing amount of reported

cases dealing with improper use of government resources. Cases dealing with individuals running personal businesses from Government offices, persons visiting pornographic web sites and printing / storing offensive material on government resources.

Recently, the Center experienced several cases of its own where individuals were caught visiting adult web sites using Government computers. Individuals are reminded the Command has zero tolerance for this type of conduct in the work place. In every case the individuals involved were officially reprimanded and sent home for a period of time with no pay.

Again, the automation and communications resources used in the Center belong to the Government and are paid for by the taxpayers. If you have any questions pertaining to the proper use of government resources please see your supervisor or contact IM.



**NETIQUETTE OR
STYLE TIPS:** E-mail is used for both informal as well as formal methods of communicating, but some basic rules of style or Netiquette (network etiquette) are expected.

- DON'T TYPE IN ALL CAPS. This is perceived as shouting.
- Use emoticons (smileys) when trying to convey a tone of voice :-)
- Limit line length to 65-70 characters across. Otherwise some e-mail programs will wrap the text at wrong points or not wrap it at all.
- Consider carefully what you write; it's a permanent record and can be easily forwarded to others.
- Write succinctly. Don't waste bandwidth. E-mail may be inexpensive to most, but not to all.
- Don't attach large files (over 50K) without getting permission from your recipient first.
- Don't attach files for posting to discussion groups.
- Don't send entire web pages to a discussion group, just the URLs (http's).
- When sending a web site address, always type it in the form of "http://..." because some e-mail programs will permit the user to click on a web address to go right there. Without the "http://" prefix these programs will not recognize it as such.
- Write descriptive subject lines. Many busy people will only open messages with captivating subject lines. Think creatively.
- Don't quote back an entire message when only responding to one or two points. Delete the excess and make a note at the very top before starting the quotes. Some e-mail programs will automatically set up to quote the original message when replying and put you at the end of that message. This is very annoying to your recipients.
- When forwarding messages, put your comments at the top of the message.
- Don't overuse acronyms like BTW (by the way) or IMHO (in my humble opinion). Not everyone is experienced with this jargon and they may not want to admit their confusion - possibly losing your point.
- Read over your e-mail before you send it. Although e-mail is a more informal method of communication than writing a letter, be sure you make your points clear and concise. Use a spell checker if available.



INFORMATION MANAGEMENT ELECTRONIC NEWS LETTER

"Improving Customer Awareness through better Communications"

Vol 1 Rel 7

July 2000



IT Jargon – Terms that are becoming more common in the work place!

CGI - Common Gateway Interface is a specification for transferring information between the Web and a Web server, such as in the case of processing email subscription forms.

FILTER - an email function used to sort email messages automatically.

LIST SERVER - the Internet server that controls the distribution of an email list

NETIQUETTE - Internet behavior which is considered friendly and non-offensive

POST.OFFICE - email list software

SPAM - unsolicited bulk email or unsolicited commercial email

WELCOME MESSAGE - A message sent to new subscribers to an email list, usually sent automatically by the list server.

Upcoming Topics in August Newsletter.....

Changes in Army Information Technology regulations and policies

Data Management

System Security - AMCOM's "Surfing into X-Rated Websites can be fatal to your career"

Telephones - A "Tool" with costs to be managed

IM Open House

.....and more



Suggestions

If you would like to make a suggestion on how we can improve our services or would like to make a suggestion on ways to improve this letter please fill out our suggestion form. Click here [✉](#)
